



Job Title: The Grove Repair Solution Leader

Location: Remote/ Hybrid

Department: Claims

Position Summary:

We're looking for an experienced leader for Mangrove's option to repair program, The Grove Repair Solution. This leadership role will be responsible for the oversight of our contractor network and drive operational excellence. In this role, you'll manage relationships with general contractors, roofing partners, and water mitigation vendors while ensuring homeowners receive high-quality, timely repairs. We offer a competitive benefits package for our distributed workforce; individuals joining the team will be expected to live in Florida and work from home.

What You'll Do

- Lead the strategy and day-to-day operations of the Grove Repair Solution
- Oversee a network of contractors and ensure compliance, quality, and performance
- Partner with claims teams to streamline repair workflows
- Resolve escalated customer and contractor issues
- Establish, monitor and drive KPIs, performance metrics, and the repair cycle
- Support regulatory compliance with Florida insurance statutes
- Mentor and support internal Grove Repair Solution staff

What We're Looking For

- 5+ years of experience in property claims, construction management, or contractor/vendor oversight
- Strong understanding of Florida property insurance, specifically the Option to Repair, and residential construction
- Experience working with roofing, mitigation, or general contracting trades
- Excellent relationship-building and communication skills
- Ability to analyze repair scopes, quotes, and contractor performance
- Experience with claims and workflow management systems

Preferred:

- Degree in Construction Management, Business, Risk Management, or similar
- Florida adjuster's license (required)
- Leadership experience within claims or construction programs